

QUALITY SYSTEM OF BSC

Decided upon by the member assembly on 19 October 2010

PURPOSE AND AIM

Quality assurance is stipulated as one of the “objectives of the association” in the statutes of the BSC. The “professional code of ethics of the BSC” prescribes the following:

“BSC consultants have to critically assess themselves and their activities by way of participating in and applying the quality assurance and quality development system of the BSC.”
“Members stay up to date with innovations in the field and regularly participate in intervision and/or controlled supervision groups in which their advisory services and their own activities are discussed and optimized with the help of specialised professionals.”

Through the quality assurance system, the performance of supervisees and coachees can be ensured, and the trust of the clients secured by demonstrating the professionalism of the supervisors and coaches.

QUALITY CRITERIA AND STANDARDS

Criteria	Required minimum standards	Recommendations beyond the minimum standards
Practice	3 different advisory processes of supervision or coaching totalling 45 hours	At least one individual and one group setting
Self-supervision/ coaching	6 hours	At least one in a group setting; at least one with a member from the ANSE association
Further education	20 hours of trainings, conferences, seminars, lectures regarding supervision/coaching	At least one event regarding methods; at least one event organized by an ANSE association
Process quality	Contract agreement, documentation of relevant process steps, evaluation/ end	

DOCUMENTATION OF QUALITY STANDARDS

Criteria	Required documentation	Type of Documentation
Practice	For each advisory: the number of hours, the setting (group, team or individual), and the thematic field	Self-declaration
Self-supervision/ coaching	Date, number of hours, with whom and where, and setting	Self declaration
Further education	For each training/event: organizer, amount of hours, thematic focus (subject, field, method)	Certificate of participation, and the agenda of the training/event

Process quality

- Contract type, agreement of confidentiality and data protection;
- Documentation of relevant process steps, i.e. at what stage the objective will be renegotiated; at what stage a referral to another consultant should be made in cases when it becomes obvious, that the supervisees or coachees or a third party could be damaged;
- Type of final evaluation and reporting

At the moment
BSC has not specified types
of documentation

VALIDITY

The quality standards are binding for all members.

The quality standards are valid for a 3 year period.

Every 3 years the required documentation will be requested from all members. For members who paused their membership or members for which their membership period is shorter than 3 years the standards are applied in relation to the duration of their membership.

The assessment of the quality standards will be undertaken every 3 years following the approval of the quality system by the assembly of members.

CHECKING OF THE QUALITY STANDARDS

The assembly of members tasks a quality assessment team with reviewing the quality standards and overseeing the related reporting. At least one member of the board participates in this team. The documentation from members is requested by email.

If a member does not respond to these requests he/she will be further reminded.

The quality teams stand-by to provide support in case of queries.

Every member can also ask to put the membership on hold which is a right foreseen by the statutes of the BSC.

The team examines the submitted documentation and issues a confirmation in case of a positive outcome. In cases of uncertainty or if the standards have not been met, the team invites the member for a meeting to gather further information in order to make their determination.

If it is found that the quality is poor, a written request will be issued to review and improve the submission within a reasonable and agreed upon timeframe. The team will monitor the compliance with the set timeframe.

If the documentation is not submitted or the improvement plan/measures are not adhered to, this will be considered as non-compliance with the statutory member duties. In such cases the team will report the case to the assembly of members which will deal with it in line with Article 6 of the BSC statute (Article 6 relates to exclusion of members).